

Regulatory Affairs

April 6, 2010

Regulatory Commission of Alaska 701 West Eighth Avenue, Suite 300 Anchorage, Alaska 99501

RE: Annual ETC Report in Compliance with 3 AAC 53.460

Dear Commissioners:

ACS Wireless, Inc. hereby transmits its Annual ETC Report in compliance with 3 AAC 53.460. Please accept this late filing, as required personnel were unavailable on the deadline of March 31, 2010.

With regard to the compliance certification requested under 3 AAC 53.460(a)(6), ACS Wireless has submitted a Request for Waiver of the eight (8) hour battery backup power maintenance requirement in 3 AAC 53.410(a)(12). This Request for Waiver is still pending under RCA Docket No. U-09-110.

ACS Wireless, Inc. was unclear on some answers and will supplement this filing after discussion with RCA Staff.

If you have any questions, please contact Deb Turner, Regulatory Compliance Analyst, at 564-3230 or me at 297-3130.

Sincerely,

ACS WIRELESS, INC.

Lisa Phillips

Manager, Regulatory Affairs

**Attachments** 

**REDACTED** 

#### ACS Wireless, Inc. (ACS-W)

**3 AAC 53.460(a)(1):** An update of the common carrier's network deployment plan that details services provided within the eligible telecommunications carrier service area and includes:

(A): Maps detailing progress towards meeting network deployment targets.

Map will be available April 9, 2010.

(B): The amount of Universal Service Support received:

It is unclear what data the RCA is requesting be provided in this section.

(C): An explanation of how Universal Service Support was used in the previous year to improve service quality, coverage, or capacity.

ACS-W employs Universal Service Support funds received to provision, maintain, and upgrade its facilities and services for which the support was intended, pursuant to 47 U.S.C. 254(e).

(D): An explanation regarding network improvement targets that have not been fulfilled and identification of any unserved areas.

ACS-W has completed all planned network improvements as scheduled. ACS-W continually schedules network optimization.

(E): An explanation of any revisions to the previously filed network deployment plan.

**Not Applicable** 

# Certification Statement of Compliance with 3 AAC 53.460(2) ACS Wireless, Inc.

ACS Wireless, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), provided service throughout its ETC serving area to all customers requesting service, whenever possible.

Any instances where requested service was not provided have been detailed in this Annual ETC filing, as required by 3 AAC 53.460(3).

I, Michael Todd, Vice President of Engineering for ACS Wireless, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2009.

Michael Todd

VP, Engineering

Date

ACS Wireless, Inc. (ACS-W)

**3 AAC 53.460(a)(3):** An explanation of each instance in which a customer was denied supported services and a detailed explanation of the steps taken to provide service.

ACS-W provides service throughout its ETC serving area to all customers requesting service, subject to coverage. ACS-W continually optimizes its network to improve coverage.

**3 AAC 53.460(a)(4):** The number of complaints to the commission or the Federal Communications Commission by study area and service area, comparing the number of complaints to the total number of handsets or lines served by the carrier by study area and service area.

	Anchorage	Copper Valley	Fairbanks	Glacier State	Greatland	Juneau	Ketchikan	MTA
Total	3	0	0	0	0	1	0	0
Complaints								
Total								
Handsets*								

<sup>\*</sup> Total handsets as of December 31, 2009

### Certification Statement of Compliance with 3 AAC 53.460(5) ACS Wireless, Inc.

ACS Wireless, Inc., as a common carrier and an Eligible Telecommunications Carrier (ETC), is in compliance with the applicable consumer protection and service quality standards as set out in 3 AAC 53.450.

ACS Wireless, Inc. maintains multiple business offices within its ETC service area, with its main branch located at 600 Telephone Avenue, Anchorage, AK. These offices are staffed during Commission business hours with personnel who can assist customers with their service needs and who represent the carrier. ACS Wireless, Inc. also maintains a local and a toll-free number by which customers may reach personnel for assistance with their service needs.

ACS Wireless, Inc. maintains consumer complaint procedures on their website for access by customers. Consumers may go to <a href="http://www.acsalaska.com">http://www.acsalaska.com</a> and access our Frequently Asked Questions, or use a web-form to contact ACS Wireless, Inc. directly with a specific question.

I, Marla Thompson, Vice President of Consumer Sales and Service for ACS Wireless, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2009.

Marla Thompson

VP, Consumer Sales & Service

Date

ACS Wireless, Inc. (ACS-W)

**3 AAC 53.460(a)(7):** Copies of any outage reports mandated by the commission or the Federal Communications Commission.

ACS-W has no outage reports to file for 2009.

# Certification Statement of Compliance with 3 AAC 53.460(8) ACS Wireless, Inc.

ACS Wireless, Inc. complies with 3 AAC 53.410(a)(14) by offering one or more calling plans comparable to those of the incumbent local exchange carrier in its ETC serving area, including a calling plan with at least 500 free minutes of local usage per month.

I, Marla Thompson, Vice President of Consumer Sales and Service for ACS Wireless, Inc., certify that, to the best of my knowledge, this statement is true for the calendar year 2009.

Marla Thompson

VP, Consumer Sales & Service

Date

ACS Wireless, Inc. (ACS-W)

**3 AAC 53.460(a)(9):** Affidavits of publication from the prior calendar year demonstrating that the common carrier advertised the availability of supported services throughout the eligible telecommunications carrier service area.

ACS-W ran advertisements in its serving area regarding the availability of supported services in August 2009.

Initial Certification Statement of Compliance with 3 AAC 53.410(a)(7), (16), and (17) ACS Wireless, Inc.

ACS Wireless, Inc., in compliance with 3 AAC 53.410(a)(7), commits to provide service on a timely basis to customers requesting service throughout its ETC study area using its own facilities or a combination of its own facilities and resale in according with its network deployment plan filed under 3 AAC 53.420 and revised annually under 3 AAC 53.460(a)(1).

In any instances where ACS Wireless, Inc. is unable to fulfill a customer request for service, ACS Wireless, Inc. commits to file this data annually under 3 AAC 53.460(a)(3).

ACS Wireless, Inc., in compliance with 3 AAC 53.410(a)(16), acknowledges that it may be required to provide equal access to long distance carriers if no other ETC provides equal access within the ETC service area.

ACS Wireless, Inc., in compliance with 3 AAC 53.410(a)(17), regarding universal service support for high-cost areas, commits to use that high-cost universal service support for the provision, maintenance, and upgrade of facilities and services that benefit the ETC service area from which the support was derived.

I, Tom Meade, Vice President of Carrier Market & Economic Analysis for ACS Wireless, Inc., certify that, to the best of my knowledge, these statements are true.

Tom Meade

VP, Carrier Market & Economic Analysis

Date

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